

Name: _____

Funeral Services and Mortuary Science

Directions:

Evaluate the student by entering the appropriate number to indicate the degree of competency. The rating for each task should reflect employability readiness rather than the grades given in class.

Student Rating Scale:

- 0 No Exposure** – no experience/knowledge in this area
- 1 Knowledge Received** – area is understood
- 2 Limited Skill** – has exposure, but additional training and supervision is required
- 3 Moderately Skilled** – limited training and supervision may be required, but progress is being made
- 4 Skilled** – no additional training is required; the competency has been mastered and knowledge can be transferred to other applications

0	1	2	3	4	A. Demonstrate professional social and communication skills	Notes:
					1. Demonstrate proper oral communication skills	
					2. Demonstrate proper written communication skills	
					3. Demonstrate proper telephone etiquette	
					4. Utilize effective interpersonal and intrapersonal skills	
					5. Demonstrate good personal hygiene	
					6. Display a positive attitude	
					7. Present a neat appearance	
					8. Demonstrate promptness	
					9. Manage time effectively	
					10. Demonstrate the ability to take instruction and direction	
					11. Describe the grief process	
					12. Discuss the current moral and ethical issues related to funeral services and mortuary science	
					13. Describe the legal, moral, and ethical aspects of the profession	
					Other:	

0	1	2	3	4	B. Complete first call responsibilities	Notes:
					1. Record first call information properly (e.g., trigger for compliance with Federal Trade Commission regulations)	
					2. Coordinate first call procedures	
					3. Read a map properly	
					4. Implement the proper removal procedures (e.g., home, hospital, long-term care facility, scene, and with or without family present)	
					5. Demonstrate the proper identification and log in procedures	

					6. Demonstrate the proper placement of the deceased (e.g., refrigeration, embalming room, and crematory)	
					7. Perform post-first call sanitary procedures (e.g., disinfect and restock equipment)	
					Other:	

0	1	2	3	4	C. Make arrangements with the family/client	Notes:
					1. Comply with Federal Trade Commission regulations	
					2. Develop a rapport with the family / client	
					3. Demonstrate listening skills	
					4. Demonstrate flexibility and tolerance	
					5. Differentiate between cultural and religious practices	
					6. Obtain pertinent information for services rendered (e.g., death certificate, Social Security Administration, scheduling of the service, and obituary information)	
					7. Communicate with outside allied professionals (e.g., clergy, florist, cemetery, military, and airlines)	
					8. Explain to the client the different types of funeral products and services (e.g., caskets, urns, burial vaults, engraving, and interiors)	
					9. Complete the appropriate paperwork (e.g., contract, reminder list, vehicle list, and pallbearers / casket bearers)	
					Other:	

0	1	2	3	4	D. Prepare the deceased	Notes:
					1. Comply with the Occupational Safety and Health Administration regulations	
					2. Identify human remains properly	
					<i>Embalming</i>	
					3. Perform a pre-embalming analysis (e.g., mixture of fluids and concentrations)	
					4. Bathe and disinfect the deceased	
					5. Set the features of the deceased	
					6. Position the limbs and torso of the deceased	
					7. Perform arterial and cavity injections	
					8. Perform post-embalming procedures (e.g., suturing, massage creams, drying, and case reports)	
					9. Perform post-embalming sanitary procedures (e.g., disinfection, disposal, and restocking of equipment)	
					<i>Cremation</i>	
					10. Verify completion of paperwork (e.g., authorization and death certificate)	

					11. Perform pre-cremation analysis (e.g., jewelry, personal effects, pacemakers, and placement in the correct container)	
					12. Explain the crematory process	
					13. Perform post-cremation procedures (e.g., mailing, paperwork, and inurnment)	
					<i>Other Dispositions</i>	
					14. Explain the procedures for other dispositions (e.g., forwarding, receiving, anatomical donation, and immediate burial)	
					15. Verify completion of paperwork (e.g., transit permits, authorization, and air-freight documentation)	
					<i>Cosmetics and Casketing</i> <i>These competencies are related to embalming, cremation, and other dispositions.</i>	
					16. Explain the basic cosmetic products and procedures	
					17. Perform basic cosmetic procedures	
					18. Explain advanced cosmetic and restoration products and procedures	
					19. Perform advanced cosmetic and restoration procedures	
					20. Perform dressing procedures	
					21. Explain the proper placement of the deceased in the casket	
					22. Place the deceased in the casket	
					Other:	

0	1	2	3	4	E. Explain and follow memorialization procedures	Notes:
					1. Explain the pre-visitation procedures (e.g., flower placement, casket placement, personal items, pictures, and the United States Flag)	
					2. Perform the pre-visitation procedures	
					3. Follow the visitation procedures	
					4. Explain the pre-service procedures (e.g., chapel, church, and graveside)	
					5. Perform the pre-service procedures	
					6. Follow the service procedures	
					7. Explain the post-service procedures (e.g., flower delivery, personal effects, and memorials)	
					8. Perform the post-service procedures	
					Other:	

0	1	2	3	4	F. Perform aftercare with the family/client	Notes:
					1. Recognize a client's need for grief care	

					2. Identify the appropriate agencies that can assist the client with grief	
					3. Refer clients in need of grief care to the appropriate agency	
					Other:	

0	1	2	3	4	G. Describe and demonstrate funeral service and mortuary business operation and professional activities	Notes:
					1. Define federal, state, and local laws (e.g., pre-need, at-need, and licensure)	
					2. Describe the Americans with Disabilities Act regulations	
					3. Develop a business plan that includes, but is not limited to, market research and a competitive edge statement	
					4. Identify the leadership roles and responsibilities of the licensed funeral director and embalmer	
					5. Demonstrate math and accounting skills	
					6. Demonstrate general computer skills (e.g., use of the operating system)	
					7. Use the appropriate software programs (e.g., word processor, spreadsheet, database, and email)	
					8. Demonstrate a professional work ethic	
					9. Follow directions	
					10. Direct team members	
					11. Demonstrate critical-thinking and problem-solving skills	
					12. Set up a selection room (e.g., types of caskets and urns, clothing, and pricing)	
					13. Monitor the usage, repair, and replacement of equipment (e.g., vehicles, auxiliary equipment, and office equipment)	
					14. Identify the need and responsibility for continuing education	
					15. Describe the functions of professional funeral associations (e.g., MFDA, NFDA, and ICFA)	
					Other:	

0	1	2	3	4	H. Demonstrate leadership competencies	Notes:
					1. Demonstrate an understanding of SkillsUSA-VICA, its structure, and activities	
					2. Demonstrate an understanding of one's personal values	
					3. Perform tasks related to effective personal management skills	
					4. Demonstrate interpersonal skills	
					5. Demonstrate etiquette and courtesy	
					6. Demonstrate effectiveness in oral and written communication	
					7. Develop and maintain a code of professional ethics	

					8. Maintain a good professional appearance	
					9. Perform basic tasks related to securing and terminating employees	
					10. Perform basic parliamentary procedures in a group meeting	
					Other:	

*****NOTE: These competencies are addressed in the Missouri SkillsUSA-VICA Curriculum Guide lessons***